COURSE	DATE	TIME	LOCATION	REMARKS
CARES	~~March 19, 2003~~ New Date: April 16, 2003	8:30 – 12:00	Sacramento Pacific Bell Executive Briefing Center	Must have: • Student's name • SSN • User address with zip • TN • Fax • Email address

DESCRIPTION:

Course is designed to give State Telecom administrators a working knowledge of a web-based trouble reporting and review system.

CARES provides the following functionality:

- Entry of a new trouble on a PB circuit or telephone number
- View status of an open trouble ticket
- View status of all trouble tickets entered via CARES
- Initiate a Mechanized Loop Test (MLT) for a PB telephone number
- View trouble history of a PB telephone number (past 90 days)
- View trouble history summary of a PB circuit (past 12 months)
- View trouble history full report of a PB circuit (past 60 days)
- View a list of outages messages